

Position Description

Manager

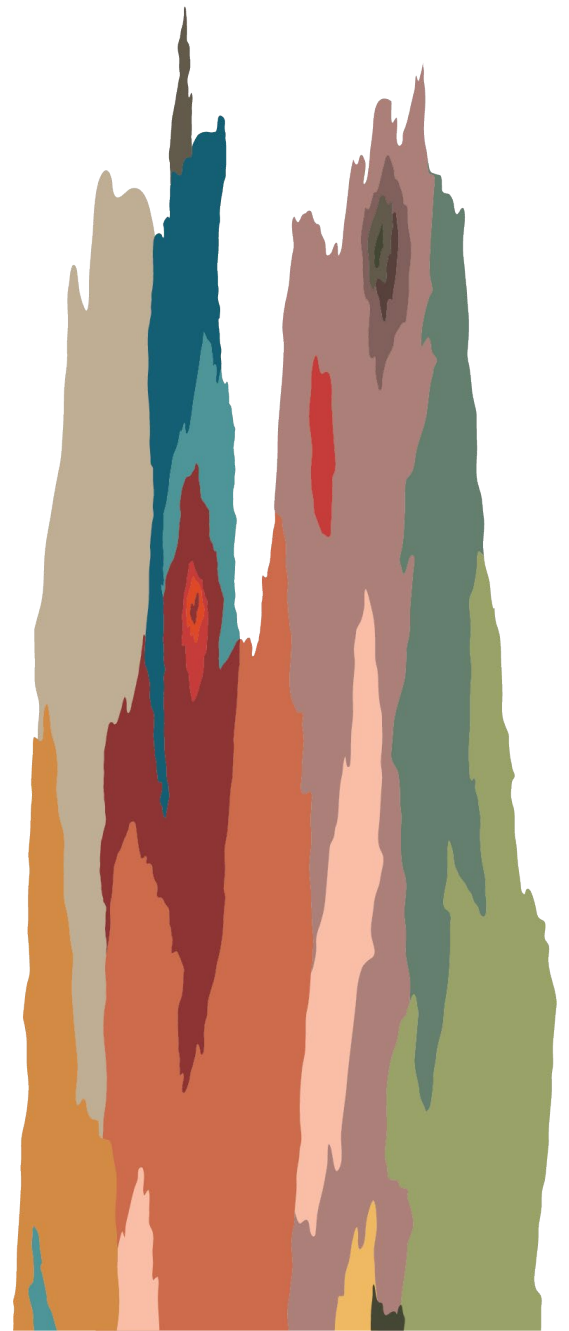
09/09/2025

Murrumbidgee Aged Care Network Co-op

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Position Description – Manager

Murrumbidgee Aged Care Network Co-operative Ltd

Position Title:

Manager – Aged Care Shared Services Co-operative

Work arrangement:

Flexible with option for Full or Part time dependent on candidate suitability (or candidates)

Reporting To:

Board of Directors of the Co-operative

Location:

Remote with travel within the Murrumbidgee Region, NSW to member sites as required

Position Summary:

The Manager leads the operations and strategic direction of the Aged Care Shared Services Co-operative. A key responsibility forming a key role in the establishment of the newly formed Cooperative and playing a vital role in setting a path for the future viability and success for the member organisations. The Manager will drive member value through efficient shared services, supports co-operative membership growth, and plays a vital advocacy role—supporting members to raise awareness and influence policy to remove barriers faced by small, regionally based aged care providers.

Key Responsibilities:**Member Shared Services Delivery**

- Manage and continuously improve shared services including finance, HR, IT, procurement, workforce development, and clinical governance.
- Maintain current understanding of co-op members' characteristics and their needs from the co-op.
- Identify and develop sustainable services to support the needs of members and explore opportunities to on-sell those services to non-members.
- Foster and promote networking and collaboration amongst the co-op and its members to support members' common goals.

Member Value Creation

- Identify and implement initiatives that deliver measurable value to members, including cost savings, service quality improvements, and operational efficiencies.

Membership Growth

- Promote the co-operative model and actively engage potential new members to expand the co-op's reach and impact.
- Identify and establish relationships with potential co-op members as guided by the Board.

Advocacy & Awareness

- Represent and support members in advocacy efforts to raise awareness of the challenges faced by small aged care providers, and influence policy and funding reforms that address structural barriers.
- Lead any liaison required with regulatory bodies.
- Champion the values and principles of the co-op and its members and actively promote the co-op within relevant communities.
- Develop and lead advocacy activities identified by the co-op Board, including engagement with communities, government departments, political representatives, and other organisations.

Stakeholder Engagement

- Build strong relationships with member organisations, government agencies, and sector partners to support collaboration and advocacy.

Co-op Financial Management

- Oversee budgeting, financial reporting, and funding arrangements to ensure sustainability and transparency.
- Develop, manage and monitor the annual budget.
- Provide regular, accurate, and detailed financial reports to the Board.
- Develop long-term plans and strategies to ensure financial viability of the co-op.
- Actively seek fundraising and grant opportunities that support the co-op's operation and its members.

Co-op Workforce Development

- Coordinate training, recruitment support, and workforce planning initiatives across member organisations.
- Recruit, supervise, and manage staff in accordance with HR best practices.
- Foster a positive, productive, and safe workplace environment and culture.

Sector Reform & Innovation

- Monitor aged care reforms and support members in adapting to regulatory and funding changes.
- Maintain currency with changes in government legislation and reform agenda across all areas.

Service Planning and Marketing

- Work with the Board to develop strategic direction and operational plans for services the co-op will offer, to whom, and how.
- Market and promote co-op services to non-members, where appropriate, to support the co-op's objectives and financial viability.

Governance, Compliance & Risk

- Develop and implement policies, procedures, governance, and risk management systems appropriate to the nature and scale of the co-op business.
- Ensure timely provision of operational and strategic reports to the Board.

General

- Any other duties within the scope and capability of the individual as directed by the Board.

Key Accountabilities:

- Delivery of high-quality shared services.
- Member satisfaction and retention.
- Growth in co-operative membership.
- Advocacy outcomes and policy engagement.
- Financial sustainability and transparency.
- Strategic plan implementation.

Indicators of Effectiveness:

- Positive member feedback and engagement.
- Increased membership and service uptake.
- Achievement of cost savings and operational efficiencies.
- Recognition of advocacy efforts and policy influence.
- Progress against strategic goals and KPIs.

Skills and Attributes:

- Strong leadership and stakeholder management.

- In-depth understanding of aged care sector and co-operative governance.
 - Financial and operational acumen.
 - Excellent communication, negotiation, and advocacy skills.
 - Strategic thinking and change management capability.
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Qualifications and Experience:

- Tertiary qualifications in Business, Health Administration, or related field.
 - Minimum 5 years in business management experience.
 - Experience in co-operative or member-based organisations highly desirable.
 - Demonstrated experience in advocacy or policy engagement is an advantage.
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Conditions of Appointment:

- **Contract value:** negotiable dependent upon experience
 - **Probation period:** review at 3 months
 - **Other benefits:** remote working conditions
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Approval and Review:

- **Approved by:** Karen Hodgson, Chair
 - **Date:** 09/09/2025
 - **Review date:** annually
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Key Performance Indicators (KPIs):

1. Member Value Delivery

- Member Satisfaction Score – via regular surveys or Net Promoter Score (NPS).
- Shared Service Utilisation Rate – percentage of members actively using co-op services.
- Cost Savings Achieved – aggregate savings delivered through shared procurement or service efficiencies.
- Service Quality Improvement Initiatives – number and impact of initiatives implemented across members.

2. Membership Growth & Engagement

- New Members Acquired – number of new member organisations joining the co-op annually.

- Member Retention Rate – percentage of members renewing or continuing participation.
- Member Engagement Index – participation in meetings, forums, training, and feedback activities.

3. Advocacy & Sector Influence

- Advocacy Activities Undertaken – number of submissions, meetings, or campaigns supporting small provider interests.
- Policy Influence Outcomes – measurable changes or recognition in aged care policy linked to co-op advocacy.
- Stakeholder Engagement Score – quality and frequency of engagement with government, peak bodies, and media.

4. Financial & Operational Performance

- Budget Adherence – variance between planned and actual expenditure.
- Revenue Growth – increase in co-op income from services, grants, or member contributions.
- Operational Efficiency Metrics – e.g., service delivery turnaround time, cost per service unit.

5. Workforce Development

- Training Participation Rate – percentage of member staff participating in co-op-led training.
- Workforce Retention Support – number of recruitment or retention initiatives supported.
- Skills Development Outcomes – measurable improvements in workforce capability across members.

Aged Care Desirable Attributes:

Whilst the position is primarily focused on a Business Management role a background in Aged Care is a highly desirable attribute. The following accountability and KPI's are desirable for the position but not essential.

Key Accountabilities:

- Member compliance with aged care legislation and standards.

Key Performance Indicators (KPIs):

1. Compliance & Quality Assurance

- Member Compliance Rate with Aged Care Quality Standards and legislation.
- Number of Compliance Support Interventions provided to members.
- Audit Outcomes – percentage of members passing external audits without major non-compliance.

- Incident Reporting Support – frequency and timeliness of support provided to members in managing serious incidents.